

**CITY OF CARLSBAD  
CLASS SPECIFICATION**

**JOB TITLE:**                   **METER SERVICES WORKER I  
METER SERVICES WORKER II  
METER SERVICES WORKER III**

**DEPARTMENT:**               **UTILITIES**

**BASIC FUNCTION:**

Under general supervision, to perform work involved in the reading, testing, programming, installation, maintenance, removal, repair, and replacement of electronic water utility meters and automatic meter reading components; to perform customer service duties related to complaints and reported problems; and to perform other related work as assigned or required.

**DISTINGUISHING CHARACTERISTICS:**

**Meter Services Worker I** is the entry-level class in the series. Initially under close supervision incumbents in this class are expected to learn and perform a variety of core duties, which include reading, programming and maintenance of electronic water utility meters and automatic meter reading components. Provide services to businesses and the public relative to the promotion of the City's conservation programs. Utilize tools, equipment, and technological hardware and software on a training basis or for tasks that are repetitive in nature. Incumbents may reasonably expect to advance by successful job performance, demonstrating proficiency and meeting the qualifications of the higher level class.

**Meter Services Worker II** is the journey level class in the series. Under general supervision incumbents in this class are expected to skillfully perform a wide variety of duties independently which include; testing, programming, installation and maintenance of electronic water utility meters and automatic meter reading components; promotion of the City's conservation programs; use sound judgment and demonstrate initiative; assist in training and monitoring of less experienced personnel; assist Meter Services Worker III and Meter Services Supervisor in daily operations.

**Meter Services Worker III** is designated as the lead level in this class series. Incumbents work with minimum supervision and assist in providing direction to Meter Services Worker I and II's; perform a variety of the most responsible requirements, duties, assignments and tasks; assist Meter Services Supervisor in daily operations. This class is distinguished from the II class by the level of responsibility exercised and in the independence of actions taken.

**KEY RESPONSIBILITIES:**

**Meter Services Worker I/II**

Maintain and install/remove a variety of electronic utility water meters and related parts;

Program, test, repair, maintain, and install/remove automatic meter reading radio devices;

Utilize a variety of hand and power tools as well as other mechanical equipment, computer hardware, and software in the performance of the above duties;

Utilize welding, soldering and cement work materials and equipment in the course of repairing and installation of electronic utility water meters;

Update automatic meter reading website with new or updated electronic utility water meter and reading component information using a desktop or laptop computer;

Record meter readings and other encoded data into a computerized recording device;

Follow a prescribed route and schedule in reading of meters and performs visual inspections of meters, boxes, pipes or backflow devices to report or schedule repair/maintenance problems;

Complete service order requests and update billing system using a desktop or laptop computer and billing software;

Respond, investigate, and follow-up on reported water system leaks and related problems and advise customers of required and/or suggested corrective measures;

Serve as a troubleshooter for customers with unusual water usage readings by analyzing past usage trends, testing the water meter etc;

Enforce City policies by contacting those customers who are in violation of any established water ordinance or policy and offering corrective measures;

Turn off water to accounts that are delinquent in payment;

Inspect new water services for proper installation to receive new electronic utility water meters; and

Analyze distribution system leak reports, correlate and pinpoint leak locations using electronic leak detection hardware and software.

**Meter Services Worker III**

In addition to the duties of a Meter Services Worker I/II;

Assure accuracy through quality control methods and techniques and perform field checks;

Restructure routes and establish new meter reading patterns as necessary;

Monitor fixed network automatic meter reading and mlog leak detection systems and prepare necessary reports needed to undertake field investigations;

Act as crew leader in project assignments; direct and assign work to crews, including safety, training and evaluating work; monitor work in progress;

Prepare summary reports and reviews related computer reports in course of determining work assignments;

Act as supervisor in his/her absence.

**QUALIFICATIONS:**

**Knowledge of:**

**Meter Services Worker I/II**

Specific tools, equipment, materials, computer hardware and software, and procedures used in electronic utility water meter and automatic meter reading component, programming, maintenance, repair, testing, installation, and reading work;

Desktop, laptop, and handheld computers and associated software;

Leak detection hardware and software;

Basic plumbing and piping systems in order to repair and maintain water meter systems;

City street routes and location of meters;

Basic Arithmetic; and

Safe work practices and safety regulations pertaining to the work, including traffic control, protective clothing and devices related to the work.

**Meter Services Worker III**

In addition to Meter Services Worker I/II:

Basic supervisory principles and practices;

Effective training methods and techniques;

Quality control methods and techniques related to the work;

Safety regulations, practices and methods pertaining to the work;

Function and maintenance of automatic meter reading and leak detection systems;

Computerized record keeping and procedures.

**Ability to:**

**Meter Services Worker I**

Effectively communicate with people from a wide variety of socio-economic backgrounds;

Deal tactfully and remain courteous and calm in tense and/or hostile situations;

Understand and follow written and oral instructions;

Carry out assigned duties in a safe and efficient manner;

Work independently and efficiently to carry out assignments;

Use desktop, laptop, and handheld computers and associated hardware and software;

Analyze meter readings, usage graphs, and leak detection sound waves;

Perform basic mechanical maintenance and repair tasks;

Perform updates to the water utility billing and automatic meter reading systems;

Make basic arithmetic calculations accurately;

Complete routine forms, records and reports accurately;

Operate a variety of hand and power tools and other types of mechanical equipment;

Detect water service leaks and related problems; and

Read basic blue prints to determine appropriate placement of new electronic utility water meters and automatic meter reading components.

**Meter Service Worker II**

In addition to Meter services Worker I:

Train new employees on assigned duties;

Download and organize leak, water usage, and automatic meter reading component tampering information from the automatic meter reading website; and

Stand after hour's emergency call out duty.

**Meter Service Worker III**

In addition to Meter services Worker I/II;

Effectively lead and direct subordinate personnel, including training, scheduling and assigning work.

Read and interpret automatic meter reading and leak detection reports and prioritize information for field investigations.

Restructure meter-reading routes and establish new meter reading patterns, as necessary.

**EXPERIENCE AND EDUCATION:**

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities is qualifying. A typical background would include:

**Meter Services Worker I** Equivalent to graduation from high school.

Demonstrated ability and experience in performing; moderately physical labor, basic plumbing/maintenance work and familiarity with basic hand tools.

Knowledge and use of desktop, laptop and handheld computers and software.

Completion of a water distribution class is desirable.

**Meter Services Worker II** In addition to the above, one year experience performing duties of the Meter Services Worker I class with demonstrated proficiency at the journey level through training and certification.

**Meter Services Worker III** In addition to the above, two years of progressively responsible Meter Services Worker experience with demonstrated proficiency at the journey level and coursework in Water Distribution.

**SPECIAL REQUIREMENTS:**

**Meter Services Worker I/II/III** Must possess a valid California Class C Driver's License. These positions may be required to use respirators which prohibits full beards and facial hair that may interfere with a proper respirator fit. Must be available to work overtime and respond to emergency calls; work varying hours, including weekends, holidays and unscheduled days as required. Perform "stand-by" duty as assigned.

**Meter Services Worker I** Must obtain a California Department of Public Health Distribution Operator Grade I Certificate within (the first available) two concurrent testing cycles.

**Meter Services Worker II** In addition to the above, must possess a California Department of Public Health Distribution Operator Grade II Certificate.

**Meter Services Worker III** In addition to the above, must attend lead/supervisor training within the first year of appointment as a Meter Services Worker III.

**PHYSICAL REQUIREMENTS AND ENVIRONMENT:**

Must possess sufficient strength and stamina to lift, carry and manipulate objects weighing up to 50 pounds and to perform sustained heavy physical labor;

Manual dexterity to operate a variety of tools, equipment, etc; used in the work;

Must be willing to work outdoors in all weather conditions and underground in confined spaces and with exposure to potentially hazardous conditions;

Extended periods of bending, standing, walking, etc; on a variety of terrains to read, program, repair and install electronic utility water meters and automatic meter reading components; and

Visual acuity to efficiently read and program electronic utility water meters and components into computerized devices.